

American Embassy, Amman

Vacancy Announcement

ANNOUNCEMENT NUMBER: 14 – 069

OPEN TO: All Interested Candidates

POSITION: Switchboard Operator, FSN-04, FP-AA

OPENING DATE: August 28, 2014

CLOSING DATE: September 10, 2014

WORK HOURS: Full-time; 40 hours/week

SALARY: *Not-Ordinarily Resident: (Position Grade: FP-AA)
*Ordinarily Resident: JD 6,447 p.a. (Position Grade: FSN-04)
(Basic Salary)

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Amman is seeking an individual to fill a Switchboard Operator position in the Information Program Center.

BASIC FUNCTION OF POSITION

Employee is responsible for operating a console-type telephone switchboard to receive, screen, forward and place telephone calls for the Embassy. S/he provides basic, non-sensitive information to callers, listens to customer requests and connects the caller with the appropriate office. May handle emergency calls. Additional duties include updating the Embassy's phone directory, sorting mail, providing fax services, and checking the status of international telephone dialing services. The employee works in an office which is cordoned off from the rest of the Embassy, and reports directly to the senior Jordanian LE Staff employee in the Radio Telephone section.

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. **Education:** High (secondary) School diploma or equivalent is required.
(Supporting documentation (i.e., High School or Tawjihi certificate) must be included in the application for eligibility purposes.)

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2. **Experience:** Up to six months of similarly skilled, general work experience such as customer service, receptionist, or call center in an office setting is required.
3. **Language:** Level III (good working knowledge) in English and Arabic language (written, speaking and reading) is required .
4. **Knowledge:** Jobholder must be able to consistently provide excellent customer service to callers, even when they are impolite or inconsiderate. Incumbent must know how to make local and international calls, and how to accurately operate a wireless headset. Basic knowledge of administrative and clerical procedures is required.
5. **Skills and Abilities:** Excellent interpersonal, oral and written communication skills are required. Ability to consistently provide courteous but firm customer service and to exercise tact when dealing with a large cross-section of the public is required. S/he must be able to work with others on telephone related issues. Must be reliable, accurate and possess good time management skills. Ability to work under pressure is required. Incumbent must be familiar with the Microsoft Office Suite of software and Internet usage.

SELECTION PROCESS:

When equally qualified, Eligible Family Members and U.S. Veterans will be given preference. Therefore, it is essential that the candidates address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA:

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Currently employed U.S. Citizen EFMs who hold an FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
4. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

SELECTION PROCESS:

When equally qualified, Eligible Family Members and U.S. Veterans will be given preference. Therefore, it is essential that the candidates address the required qualifications above in the application.

TO APPLY:

Interested applicants for this position should submit the following or the application will not be considered:

1. Application for U.S. Federal Employment DS-174.
2. A current resume or curriculum vitae that provide the same information as a DS-174
3. Candidates who claim U.S. Veterans preference must provide a copy of their Form

DD-214 with their application. For more information on Veteran's Preference, go to <http://www.opm.gov/veterans/>

4. Any other documentation (e.g. essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

5. EFM, USEFM, and AEFM applicants must clearly indicate their status in the text or subject line of their application.

6. List any relatives or members of your household that work for the U.S. Government (include their name, relationship, agency, position and location).

SUBMIT APPLICATION AND SUPPORTING DOCUMENTS TO

Human Resources Office

Telephone: 59060000

Applications can also be submitted electronically through AmmanEmployment@State.gov. Please note “**V-14-69 Switchboard Operator**” in the subject line of the e-mail.

***DEFINITIONS:**

1. **Appointment Eligible Family Member (AEFM):** An EFM (see #2) eligible for a Family Member Appointment for purposes of Mission employment:

- *Is a* U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- *Is* listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed *service* member who is permanently assigned to or stationed abroad at a U.S. mission, and who is under chief of mission authority; and
- *Is* residing at the sponsoring employee's post of assignment abroad; and
- Does not receive a Foreign Service or Civil Service annuity

2. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

3. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

4. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

CLOSING DATE FOR THIS POSITION: September 10, 2014

An Equal Opportunity Employer

The U.S. Mission in Jordan provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief